

Appointment

From: Maldonado, Mayra [maldonado.mayra@epa.gov]
Sent: 4/28/2020 1:28:12 PM
To: Maldonado, Mayra [maldonado.mayra@epa.gov]; Esch, DavidBrian [esch.david@epa.gov]; Achstatter, Lauren [achstatter.lauren@epa.gov]; Kelley, Jeff [kelley.jeff@epa.gov]; Wall, Toby [wall.toby@epa.gov]; Holst, Linda [holst.linda@epa.gov]
CC: Reshkin, Karen [Reshkin.Karen@epa.gov]
Subject: Discuss creating Region 5 Success Story Video per OCI
Location: Teams meeting
Start: 5/4/2020 3:00:00 PM
End: 5/4/2020 3:30:00 PM
Show Time As: Busy

Required Attendees: Maldonado, Mayra; Esch, DavidBrian; Achstatter, Lauren; Kelley, Jeff; Wall, Toby; Holst, Linda
Optional Attendees: Karen Reshkin - EPA

-----Original Appointment-----

From: Maldonado, Mayra <maldonado.mayra@epa.gov>
Sent: Monday, April 27, 2020 6:23 PM
To: Maldonado, Mayra; Esch, DavidBrian; Achstatter, Lauren; Kelley, Jeff; Wall, Toby
Subject: Discuss creating Region 5 Success Story Video per OCI
When: Monday, May 04, 2020 10:00 AM-10:30 AM (UTC-06:00) Central Time (US & Canada).
Where: Teams meeting

If this time and date does no work for you, please let me know. Thanks.

Join Microsoft Teams Meeting

Ex. 6 Personal Privacy (PP) United States, Chicago (Toll)

Conference ID: Ex. 6 Personal Privacy (PP)

Local numbers | Reset PIN | Learn more about Teams | Meeting options

From: Achstatter, Lauren <achstatter.lauren@epa.gov>
Sent: Monday, April 27, 2020 3:22 PM
To: Maldonado, Mayra <maldonado.mayra@epa.gov>
Subject: Region 5 Success Story Video

Hi Mayra,

OCI is looking to create more success story videos and a Region 5 story below is of particular interest:

Process: FOIA Processing
Process Owner: Linda Holst, R5

Improvement: This team improved their FOIA processing time from 54% on-time to 100% on-time. This improvement coincided with an increase in updated proxy cards on the team's flow board (from 35% updated to 100% updated).

We would like to set up a meeting with you, the Region 5 videographer/public affairs director, my colleague David Brian Esch, and myself and to discuss the success story concept. Once we discuss this, we would then set up one more meeting with all parties plus the process owner.

If you could please coordinate this first meeting it would be appreciated. Please let me know if you have any questions.

Thanks,

Lauren Achstatter
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Office of Continuous Improvement (OCI)
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